

# Harnett County Central Permitting

## Click 2 Gov Guide

### Online Permit Status, Inspection Scheduling & Inspection Status

Go to [www.harnett.org](http://www.harnett.org)

Click “Services On-line” at top of screen

Click “Click 2 Gov – Online Building Inspections” at bottom of screen

Click “Select Permit” on left side of screen

Enter complete application number & click submit \_\_\_\_\_ - \_\_\_\_\_

Select area on left side of screen:

Status detail – Application information. For application status, permit issued means application processed; not necessarily any permits issued. **Do not assume that permits are ready by reviewing this screen.**

View application fees – Will show fees paid and fees owed (may not include all fees due). Use this section to verify we received fire marshal plans in our office for your pickup – indicated by fire marshal fees entered

Permit Status – Click on appropriate permit such as Building, Electrical, etc. Will list if printed, the value, expiration, etc. **Notification permit is for internal processing and does not indicate that any permits are ready for purchase.** Project inspections link is a comprehensive list of results for environmental health inspections, building plan review and field inspections.

Inspection Status – Select notification permit to check status of environmental health or plan review. Otherwise, click on appropriate permit such as Building, Electrical, etc. Will list inspections scheduled, date, status, and date inspected. For any disapproved inspections click on blue link to read comments. Under building permit, once address confirmation is approved, click on the address confirmation link to see address assigned.

Plan Tracking Status – Use to check if commercial site plan, building plans, fire marshal plans or environmental permits are approved. Look for results in the Action summary columns to the right. Everything must be approved “AP” before coming in to purchase permits. If plans or EH is disapproved “DP” or on hold “HD”, click plan link, then if no comments shown - click “Hold for Info” link to read comments. For Environmental Health, call them directly at 910-893-7547 or Fire Marshall call 910-893-7580.

Schedule/Cancel Inspections – Click Schedule or Cancel Inspection, select appropriate permit, do not select notification permit (Environmental Health can not be scheduled online, must call IVR). Choose next to see additional inspections available for scheduling, or select “Schedule Inspection Not on List” if needed inspection is not listed. Choose appropriate inspection, select the day, type any notes to inspector and click submit. Be sure to click finish at end to ensure inspection is scheduled. For additional questions call 910-893-7525 ext 3.

Note: All permits shall be purchased before work begins. Inspections scheduled before 2:00 pm available next business day. Inspections can be cancelled online or on IVR by 2:00 pm on the day before inspection. Cancellations can also be called in or message left by 8:30 am on the day of inspection at 910-893-7525 ext 3.

# Guide to Using the new Harnett County IVR System:

Call 910-893-7525 ext 1

Except Environmental Health, most inspections can be scheduled online at [www.harnett.org/services-213.asp](http://www.harnett.org/services-213.asp)

## Initial Greeting

Listen to initial greeting for information for scheduling, canceling or checking results

## Main Menu

- 1 – Schedule Inspection
- 2 – Cancel Inspection
- 3 – Obtain Inspection Results

## 1 – Schedule Inspection

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 then #, enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are scheduling an inspection for
  - For example, you may have a Notification Permit (select to schedule Environmental Health), Land Use Permit and a Manufactured home Permit all on the same application
- Once you select the sub-permit, enter the 3 digit inspection code for the inspection you wish to schedule
  - Sequence Number – Any inspections with a sequence number of '10' must be approved before an inspection with a sequence number of '20', '30' or '40' can be scheduled. Any inspections with the same sequence number can be scheduled at the same time.
- Select the day you would like to schedule the inspection (the recording will let you choose one of the next five business days) – except for Environmental Health
- The recording will give you an option to leave a message for the inspector (press 1) or continue without leaving a message (press 2)
- You will be given a transaction number for each inspection and a final confirmation number. Please note the Confirmation number given at the end of the recording for proof of request

## 2 – Cancel Inspection

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 followed by #, then enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are scheduling an inspection for
  - For example, you may have a Notification Permit, Land Use Permit and a Manufactured Home Permit all on the same application number

## 3 – Obtain Inspection Results

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 followed by #, then enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are scheduling an inspection for
  - For example, you may have a Notification Permit (select to check Env Hlth or plans), Land Use Permit and a Manufactured home Permit all on the same application number
- The recording will tell you the result of the inspection, the date of the inspection result and if the inspector has recorded a message for you
- If a message was recorded, press 1 to hear the message
- Listen to previous results if needing more than one result, such as needing Environmental Health (800) and plan approval (802)